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DAN F. ARNETT
CHIEF OF STAFF

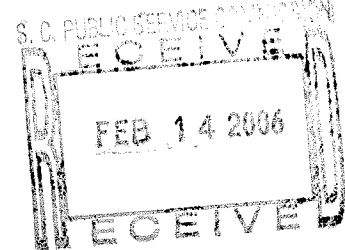
February 9, 2006

shudson@regstaff.sc.gov

VIA U.S. MAIL

Charles L.A. Terreni, Esquire
Chief Clerk/Administrator
South Carolina Public Service Commission
101 Executive Center Dr., Suite 100
Columbia, SC 29210

2/14/06
tool



Re: Progress Energy Service Company, LLC - Petition of Progress Energy
Carolinas, Inc. To Terminate Service
Docket No. 2004-219-E

Dear Mr. Terreni:

Ms. Beatrice Weaver's letter to Ms. Jocelyn Boyd dated February 7, 2006 indicates that the South Carolina Office of Regulatory Staff ("ORS") has not provided certain information requested by Ms. Weaver.¹ Specifically, Ms. Weaver states that she made a request to ORS on February 11, 2005 for information on informal complaints made against Progress Energy. Ms. Weaver's statement is inaccurate.

ORS records reveal no such request from Ms. Weaver on or around February 11, 2005. However, reviews of Ms. Weaver's earlier correspondences show that she made a similar request in July 2004 to investigator Mr. Chad Campbell while he was employed with the Consumer Services Department of the Public Service Commission of South Carolina ("the Commission").² Mr. Campbell's July 21, 2004 response to Ms. Weaver notes that he enclosed the "number of complaints and the complaint categories from 2001 to present" against Progress Energy. Mr. Campbell also responded to several other requests by Ms. Weaver in his letter which is enclosed as Attachment A.

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¹ By letter dated March 9, 2005 to the Commission and copied to Ms. Weaver, ORS acknowledged that it formally closed its investigatory files which were created due to Ms. Weaver's complaints.

² As a result of Act No. 175 of 2004 making the Commission comparable to a judiciary, the Commission's Consumer Services Department no longer exists, and Mr. Campbell is currently employed with ORS's Consumer Services Department.

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PSC SC
DOCKET DEPT.

Although Ms. Weaver did not make a request to ORS in February 2005 as she avers, ORS is nonetheless providing a list of complaints made with ORS's Consumer Services Department against Progress Energy from July 2004 to the present. It is enclosed as Attachment B and is being sent to Ms. Weaver by copy of this letter.

With best regards,

A handwritten signature in black ink that reads "Shannon Bowyer Hudson". The signature is written in a cursive, flowing style.

Shannon Bowyer Hudson

Enclosures

cc: Ms. Beatrice Weaver (w/encl)
Jocelyn Boyd, Esquire (w/encl)
Len S. Anthony, Esquire (w/encl)



Bruce F. Duke
Executive Director
Phone: (803) 896-5100
Fax: (803) 896-5246

The Public Service Commission State of South Carolina

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Consumer Services Department
April B. Sharpe, Manager
Phone: (803) 896-5230
Toll Free: (800) 922-1531
Fax: (803) 896-4750

July 21, 2004

Mrs. Beatrice Weaver
1253 Harlees Bridge Road
Dillon, S.C. 29536

In Re: Our File No. 04-E-2010

Dear Mrs. Weaver:

This letter is in response to your requests made to the Public Service Commission of SC. In your fax dated July 6, 2004, you requested information regarding a lawsuit against Progress Energy in North Carolina. That request does not involve this Commission's jurisdiction and would need to be forwarded to Progress Energy. In a separate fax dated July 6, 2004, you requested information on how to respond to Progress Energy's Petition to the Public Service Commission regarding Commission Rule 103-339 (6). To respond to the Petition, please write to Commission Executive Director, Bruce F. Duke at P.O. Drawer 11649 Columbia, S.C. 29211. Please respond by August 4, 2004. I have enclosed a copy of the Commission's Practice and Procedures regulations that will explain the process for answering the Petition.

You requested Commission policies regarding management, training, supervision, and field conduct of a Utility company's meter readers and their contract agent meter readers. There are no such policies available in the Commission's files. This request would need to be directed to Progress Energy. Commission policies regarding meter readers performing their duties in accordance with the rules needs to be directed to Progress Energy, as there are no such policies. You requested names and addresses of the Progress Energy contract agent and its president conducting meter readings in Dillon County, S.C. This request needs to be directed to Progress Energy. You asked what was the ownership of the meter reading contractor for Progress Energy. Please direct this question to Progress Energy.

In your fax, you have also requested that you be provided with names, titles, and addresses, of each contractor, supervisor, and meter readers that have serviced your account since 2000. You also requested the names, titles, and addresses of all meter readers that made complaints of abuses and inability to access the meter. These requests need to be directed to Progress Energy.

You have requested a map of South Carolina showing the areas served by Progress Energy. This can be provided by the Public Service Commission for a charge of \$5.00. You requested a report of all complaints against Progress Energy/CP&L, and the nature of those complaints from 2000 to present. I have provided a report showing the number of complaints and the complaint categories from 2001 to

PO Drawer 11649, Columbia, SC 29211, Synergy Business Park, 101 Executive Center Dr., Columbia, SC 29210, 803-896-5100, www.psc.state.sc.us

ATTACHMENT A

Mrs. Beatrice Weaver
July 21, 2004
Page Two

present. The retention period for complaints is three (3) years. We cannot provide the names and addresses of complainants. You requested that information regarding the disposition of all complaints against Progress Energy/CP&L be provided to you. This request is burdensome. Your request would need to be more specific. You have requested information regarding the number of formal or informal hearings regarding consumers and Progress Energy/CP&L from 2000 to present. There has been one formal hearing involving a consumer and Progress Energy/CP&L. That was Commission Docket Number 2001-249-E.

As stated earlier, I have enclosed a copy of the Commission's Practice and Procedures regulations, which should answer your request pertaining to the responsibilities and duties of the Executive Director of the Commission, Legal Counsel for the Commission, and the Commission's Consumer Services Department.

You have requested biographical information for each of the Commissioners of the Public Service Commission, as well as the Commissioner for Dillon County. I have enclosed a profile of the Commissioners for your review. The Commissioner for Dillon County is Mr. G. O'Neal Hamilton.

You requested procedures for the conduct of an investigation. This information can be found in the Practice and Procedures regulations, which I have enclosed. I have also enclosed a copy of the Bill of Rights for residential customers of electric utilities. You have requested copies of the Commission's Annual Reports for the past three years. These reports have been enclosed for your review.

If you have any questions, please contact me at 1-800-922-1531.

Sincerely,



Chad Campbell
Investigator II
Consumer Services Department

Enclosures

Summary Report By Category

DATE RANGE: 07/26/2004 to 02/09/2006

CALL TYPE: Complaint

COMPANY: Progress Energy Carolinas, Inc.

Company Name	Category	
<hr/>		
Progress Energy Carolinas, Inc.		
	Billing	50
	Disconnect	22
	Information Request	2
	Misc	9
	Payment Arrangements	243
	Rate	2
	Service	17
	Category Total	345
	Company Total	345
	Grand Total Company Category Count	345